

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	2403456
<b>Application Number:</b>	10813509
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	7396
<b>Title of Invention:</b>	Method and apparatus for forecasting agent arrival
<b>First Named Inventor/Applicant Name:</b>	David Clarence Mullen
<b>Customer Number:</b>	48500
<b>Filer:</b>	Douglas W. Swartz/Debra Kesner
<b>Filer Authorized By:</b>	Douglas W. Swartz
<b>Attorney Docket Number:</b>	4366-161
<b>Receipt Date:</b>	31-OCT-2007
<b>Filing Date:</b>	29-MAR-2004
<b>Time Stamp:</b>	14:20:14
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment was successfully received in RAM	\$180
RAM confirmation Number	10599
Deposit Account	191970

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:  
 Charge any Additional Fees required under 37 C.F.R. Section 1.16 and 1.17

### File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part /.zip	Pages (if appl.)				
1		IDS_02.pdf	1284841 f4090fcb9ea63a287eb92cd4288ef9350 6781bb3	yes	11				
<b>Multipart Description/PDF files in .zip description</b>									
<b>Document Description</b>		<b>Start</b>		<b>End</b>					
Information Disclosure Statement Letter		1		3					
Information Disclosure Statement (IDS) Filed		4		11					
<b>Warnings:</b>									
<b>Information:</b>									
2	Foreign Reference	CA_2143198.pdf	3804018 cd8c8e7fcfb67b549583432e13e6f1652 95ef434	no	44				
<b>Warnings:</b>									
<b>Information:</b>									
3	Foreign Reference	CA_2174762.pdf	3576502 f561315d0387f672d1b704453a63c356 b196f734	no	39				
<b>Warnings:</b>									
<b>Information:</b>									
4	Foreign Reference	EP00501189A2.pdf	2497219 a34ff8a99f7000820e4bc4af6b07293f33 d8ced8	no	45				
<b>Warnings:</b>									
<b>Information:</b>									
5	Foreign Reference	EP_0740450A2.pdf	6067786 6403af22073551ebc5c9675b9574aea 590825ff	no	55				
<b>Warnings:</b>									
<b>Information:</b>									
6	Foreign Reference	EP00772335A2.pdf	1016562 fe60b524583e7eda76c92db6eb3f6b54f 4a6f674	no	17				
<b>Warnings:</b>									
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7	Foreign Reference	EP_0829996A2.pdf	2580814 5f4a2d00f276ad878fc5f02412f583b4a9 185cce	no	22				
<b>Warnings:</b>									
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8	Foreign Reference	EP_0855826A2.pdf	1989130 8ab65a971640f0ca96173aca3339c19b 02ce7c17	no	18
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**Warnings:**

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9	Foreign Reference	EP00863651A2.pdf	379498 ffb04c54066583166847631286b82eef f780ece	no	6
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**Warnings:**

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10	Foreign Reference	EP_0866407A1.pdf	2117957 f84a6dbd8598923996e91781e506e96 aa70e406	no	22
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**Warnings:**

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11	Foreign Reference	EP_1091307A2.pdf	1461751 5b2ce6602a85a14491c26271a87367d 1effe5133	no	12
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**Warnings:**

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12	Foreign Reference	EP_1150236A2.pdf	1924731 b5b466723b34f6732f8616fa10e60d9a4 bd0368d	no	18
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**Warnings:**

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13	Foreign Reference	EP_0899673A2.pdf	1738095 fc7af66522b261e1e9cc4d6bbf4d1ab13 6ad5390	no	18
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14	Foreign Reference	EP_0998108A1.pdf	1225741 beb078c1ece2cfe4bcd9954c3c0dc472 d161fdbb	no	10
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15	Foreign Reference	GB02273418A_.pdf	1348518 bab95217977733d2895d087035d3c5a fb3a1735	no	60
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16	Foreign Reference	GB02290192A_.pdf	1001652 2bde02865eb639127a0c3970c705adff1 1c8a0dd2	no	23
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17	Foreign Reference	WO9607141.pdf	985378 aa805379ea14788db03bc541140df78f 39902ea6	no	29
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18	Foreign Reference	WO_9728635.pdf	2386822 655ee1acbc276bc6e46459cd35e672b9 62fe95ed	no	28
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19	Foreign Reference	WO09856207A1.pdf	1659878 df93db09e5a913b05c2f05b6cdee5eb6 b43ad0b1	no	41
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20	NPL Documents	AScalableByzantineFaultTolerantSecureDomainNameSystem.pdf	5942958 f755acc3673b68318eee32c2b44dca44 11fe2a71	no	101
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21	NPL Documents	AvayaBusinessAdvocateOptions.pdf	1961798 3c1464060cb0db0ef85e621260fdac7d 612ddff8	no	4
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22	NPL Documents	AvayaBusinessAdvocateProductSummary.pdf	1197136 302f87710a6f06af41ca677f73760ba38a fcb406	no	3
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23	NPL Documents	CentreVuAdvocateRelease9UserGuide.pdf	15714500 91a03a557a5ed7e558df49c7d2ecb170 91ac7edc	no	293
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24	NPL Documents	BetterImplementationofIPLarge.pdf	1311926 547aa311dfd65adf9c41ae68d27ca6ba 2cc026e0	no	14
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25	NPL Documents	TheAdvantagesofLoadBalancinginthe.pdf	3233340 d762af9614939bb1ffa76471e23292e26 373e143	no	14
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26	NPL Documents	VoiceOverIPViaVirtualPrivateNetworksAnOverview.pdf	1310974 1132d0a35b35ddce43dc85ca4cb668d2 cec6854b	no	9
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27	NPL Documents	BellsouthFrequentlyAskedQuestions.pdf	436857 e1706f83a42cd4936144897af4bf73566 c06d2d7	no	4
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28	NPL Documents	AvayaMultiVantageSoftware_AdaptingProvenCallProcesses.pdf	3427613 86682b5ce8b4899c52a3318df90ec269 140ee5c2	no	20
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29	NPL Documents	AGuideforEnsuringServiceQualityinIPVoiceNetworks.pdf	1997336 7114a6c7944fd0ae8398d1dbb665a677 74a17502	no	17
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30	NPL Documents	NPRIPowerguide.pdf	208219 02c9262c8a1d7069431502f64f9f611b6 7729c1a	no	1
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31	NPL Documents	CollaborativeMultimediaMiddlewareArchitecture.pdf	364825 7bb67f48344248badd41fc79a139438cf 4107ab6	no	3
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32	NPL Documents	ResearchIssuesfortheNextGenerationSpoken.pdf	1110214 3dac9469d788b85a9d93ef649210c306 c71747a0	no	8
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33	NPL Documents	AvayaBusinessAdvocateanditsRelationshiptoMultiSiteLoadBalancingAppl.pdf	5531267 5b7a5cc96b059ecc3398ff7890b27ac51 0e22594	no	14
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34	NPL Documents	GEOTELIntelligentCallRouter.pdf	965369 24cb7366a5d44bba4482cb7498dd5dd e236a82ac	no	6
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35	NPL Documents	ForeignAccentClassificationUsingSourceGeneratorBasedProsodicFeatures.pdf	634223 cb87e9976663cb5f155352276a6f34a5fb765a5	no	4
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36	NPL Documents	LanguageIdentificationUsingPhone-basedAcousticLikelihoods.pdf	650837 fef96dc1d6da1b5be3f35f3e558fb7743c4ab392	no	4
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37	NPL Documents	LanguageAccentClassificationinAmericanEnglish.pdf	2796320 72a318a202e1fb4324ddb56b0e81cc281b9f2de0	no	32
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**Warnings:**

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38	NPL Documents	ForeignAccentClassificationinAmericanEnglish.pdf	16498652 a6bccd671b4da855e6f95c159a2c4b50ca3029ec	no	218
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39	NPL Documents	MITProjectOxygenOxygenPervasiveHumanCenteredComputing.pdf	3411840 e641b271bb0c42e34f16e89dd610829002f7efc2	no	19
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40	NPL Documents	PresentationByZue_TheMITOxygenProject.pdf	921049 751e481717727421daab77480ed29f8137ec6dca	no	9
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41	NPL Documents	NameResolutioninNetworkandSystemsMgmt.pdf	1862792 ac3065444a2dd8af6b40447a9432da2e963cad4e	no	16
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42	NPL Documents	NPRIsPredictiveDialingPackag1993ComputerTelephony.pdf	518052 98a7dfefdaef737ff10e886cf477a66090e8c14f8	no	1
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43	NPL Documents	NPRICallCenterSoftwareYouCantOutgrow.pdf	178194 b1a7218ab443d838f74138a052552a56b4071a16	no	1
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44	NPL Documents	DomainNameServiceChp9.pdf	2263941 d647f06fabf0861a98cb051ae286d008f ca4f12b	no	21
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45	NPL Documents	eGainsCommerce2000PlatformSetsNewStandard.pdf	424378 fa4fb8b1d74f836ac14b233f56001c757 4f24da0	no	3
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46	NPL Documents	InternetProtocolAddressing.pdf	918830 0bfdb718a10513bf113be1dcfb9a32a06 015771e	no	9
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47	NPL Documents	ProductFeaturesGuidetoCallCenterAutomationBrockControlSystems.pdf	93494 ae4329df16aeaf06555a15b80f437a5f a0b07e8	no	1
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48	NPL Documents	ProductFeaturesguidetocalcenterautomationCRCInfoSystemspg95.pdf	79710 0f8c5ad15de63fac0539a52eac1c4142bd479b6e	no	1
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49	NPL Documents	VASTVoicelinkApplicationSoftwareforTeleservicing.pdf	2980970 ed3b50a56d57d478567d18f01202d8b7 53fee41f	no	42
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50	NPL Documents	WhenTalkIsntCheap.pdf	98710 aceb1a548e3abf6fd561c8f715c068e8a 8c2b9a4	no	1
<b>Warnings:</b>					
<b>Information:</b>					
51	Fee Worksheet (PTO-06)	fee-info.pdf	8176 2aa55739d2c24daedbf19e638998a36 339cbf63	no	2
<b>Warnings:</b>					
<b>Information:</b>					
<b>Total Files Size (in bytes):</b>				118101393	

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.